413 is connected to LSW 415 within PSTN 414 by at least one telephony trunk ~~423~~ 23. Switch 413 may be an ACD or PBX type switch as well as other known types as was described further above. --

In the claims:

The claims presented for examination are reproduced below.

Cancel claims 1-15.

16. (New) A system for routing a communication event in a call center having routing provided by a CTI server, the event initiated by an originator at a computerized workstation outside the call center, comprising:

a software-enabled SIP mechanism operable on the workstation by the originator to prepare and send an SIP-protocol routing request along with an event initiation; and

a software enabled reformatting mechanism in the call center receiving and processing the SIP-protocol routing request;

characterized in that the reformatting mechanism converts the SIP routing request into non-SIP protocol understood by the CTI server, and sends the resulting non-SIP request to the CTI-server for processing and response, and the CTI server determines and returns a routing for the communication event.

17. (New) The system of claim 16 wherein the communication event arrives at the call center from a data packet network.

18. (New) The system of claim 17 wherein the data-packet-network comprises the Internet network.

19. (Re-presented - formerly dependent claim 3) The system of claim 18 wherein the Internet network further connects to a LAN network.

20. (New) The system of claim 16 wherein the CTI server controls routing within the call center.

21. (New) The system of claim 16 wherein the communication events are received from clients of the call center and routed to agents or automated systems at work within the center.

22. (New) A method for routing a communication event in a call center having routing provided by a CTI server, the event initiated by an originator at a computerized workstation outside the call center, comprising the steps of:

a) preparing and sending an SIP-protocol routing request along with the initiated event by a software-enabled SIP mechanism operable on the workstation by the originator;

b) receiving and processing the SIP-protocol routing request by a software enabled reformatting mechanism in the call center;

c) converting the SIP routing request into non-SIP protocol understood by the CTI server by the reformatting mechanism;

d) sending the non-SIP request to the CTI-server for processing and response; and

e) determining a routing for the communication event by the CTI-server.

23. (New) The method of claim 22 wherein the communication event arrives at the call center from a data packet network.

24. (New) The method of claim 23 wherein the data packet network comprises the Internet network.

25. (Re-presented - formerly dependent claim 9) The method of claim 22 wherein the Internet network further connects to a LAN network.

26. (New) The method of claim 22 wherein the CTI server controls routing within the call center.

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27. (New) The method of claim 22 wherein the communication events are received from clients of the call center and routed to agents or automated systems at work within the center.